

This Page Is Inserted by IFW Operations
and is not a part of the Official Record

BEST AVAILABLE IMAGES

Defective images within this document are accurate representations of the original documents submitted by the applicant.

Defects in the images may include (but are not limited to):

- BLACK BORDERS
- TEXT CUT OFF AT TOP, BOTTOM OR SIDES
- FADED TEXT
- ILLEGIBLE TEXT
- SKEWED/SLANTED IMAGES
- COLORED PHOTOS
- BLACK OR VERY BLACK AND WHITE DARK PHOTOS
- GRAY SCALE DOCUMENTS

IMAGES ARE BEST AVAILABLE COPY.

**As rescanning documents *will not* correct images,
please do not report the images to the
Image Problems Mailbox.**



RECEIVED

JUL 29 2002

Tracy, CA 95008

Application Designer-Untitled-RC CASE HD.ENG(Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

610

RC CASE HD.ENG (Page)

620

Page Designer Order 680

640

650

660

670

680

690

700

710

720

730

740

750

760

770

780

790

800

810

820

830

840

850

860

870

880

890

900

910

920

930

940

950

960

970

980

990

FIG. 6

RECEIVED

JUL 29 2002

Time: 2:00:00 PM



Home>PeopleTools>Maintain Security>Use>Administer Configuration

Administer Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS Accessibility Features			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
ADBTN Tab over Add/Del Buttons(+/-)			<input type="checkbox"/>	<input checked="" type="checkbox"/>	RM
ADES Afternoon designator (PM, pm)			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
CALBTN Tab over Calendar Button			<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$
CSYM Currency Symbol			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	L
CSYM Currency Symbol			<input checked="" type="checkbox"/>	<input type="checkbox"/>	.
DCSP Decimal Separator			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	M
DFRMT Date Format			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
EXPENT Expert Entry			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
GRDTAB Tab over Grid Tabs			<input type="checkbox"/>	<input type="checkbox"/>	
HDRICN Tab over Header Icons			<input type="checkbox"/>	<input type="checkbox"/>	
KPB7N Tab over Lookup Button			<input type="checkbox"/>	<input checked="" type="checkbox"/>	
ITZONE Local Time Zone			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PST
AMDES Morning designator (AM, am)			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AM

Done

FIG. 8

275



RECEIVED

JUL 29 2002

Technology Center 2100

Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Search Favorites History Home Work A&J

Address http://localhost:7001/services/clientserver/peopleoft8/?cmd=start

Home>PeopleTools>Maintain Security>Use>My Profile

PEOPLE

Home View Worklist Help Sign Out

New Window

General Profile Information

Opid for CRMSKT, CRMQABAK

Password

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code: ☐ ☒

Set Personalizations

Email

Email Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your rolings.

Alternate User ID: ☐

From Date: ☐ (example: 12/31/2000)

To Date: ☐ (example: 12/31/2000)

Miscellaneous User Links

local intranet

FIG. 10A

Technology Center 2100

PEOPLE Personalization Options

Home

View Worklist

Help

Sign Out

New Window

Home > PeopleTools > Maintain Security > Use My Profile

Personalization

Option

Default Value

Override Value

Option	Default Value	Override Value
Accessibility Features	No	<input checked="" type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM	<input type="checkbox"/> Explain
Currency Symbol	\$	<input type="checkbox"/> Explain
Currency Symbol Position	Leading	<input checked="" type="checkbox"/> Explain
Decimal Separator	.	<input type="checkbox"/> Explain
Date Format	MM/DD/YY	<input checked="" type="checkbox"/> Explain
Date Separator	/	<input type="checkbox"/> Explain
Local Time Zone	Pacific Time, Tijuana	<input checked="" type="checkbox"/> Explain
Morning designator (AM, am)	AM	<input type="checkbox"/> Explain
Multiple Row Insert	Yes	<input checked="" type="checkbox"/> Explain
Save Configuration	Yes	<input type="checkbox"/> Explain
Save Warning	Yes	<input checked="" type="checkbox"/> Explain
Time Format	h:mm:ss(8:05 AM)	<input checked="" type="checkbox"/> Explain
Time Separator	:	<input type="checkbox"/> Explain
Thousand Separator	,	<input type="checkbox"/> Explain
Use Local Timezone	Yes	<input checked="" type="checkbox"/> Explain

FIG. 10B

JUL 29 2002

Topic: _____



	Page Designer	Order	Label	Type	Field	Record	Display	Control	Related Field	Control Field	Page Field
1250	1	0	Subpage								
1210A	2	0	Employee Informal Group Box	BMP	EMP_INFO_GBO	DERIVED RC_C				CUST_INNO_I	
1210B	3	0	BanID	BMP	EMPID	DERIVED RC_C					
1210J	4	0	ContactID	BMP	CASE_CONTACT	RC_CASE					
1210K	5	0	Name	BMP	NAME_SEARCH	DERIVED RC_C					
1210R	6	0	PersonID	BMP	PERSON_ID	RC_DRILLDOWN					
1210S	7	0	Business Unit	BMP	RC_BU_DESCR	DERIVED RC_C					
1210T	8	0	Business Unit	BMP	BUSINESS_UNIT	RC_CASE					
1210U	9	0	Department	BMP	DEPTD	RB_WORKER					
1210V	10	0	Location Code	BMP	LOCATION	RB_WORKER					
1210W	11	0	Phone Type	Drop Down List	PHONE_TYPE	DERIVED RC_C					
1210X	12	0	Phone Type	BMP	PHONE_TYPE	RC_CASE					
1210Y	13	0	Business Unit	Drop Down List	BUSINESS_UNIT	DERIVED RC_C					
1210Z	14	0	Phone	BMP	PHONE	DERIVED RC_C					
1210AA	15	0	Extension	BMP	EXTENSION	DERIVED RC_C					
1210AB	16	0	Email Type	Drop Down List	E_ADDR_TYPE	DERIVED RC_C					
1210AC	17	0	Email Type	BMP	E_ADDR_TYPE	RC_CASE					
1210AD	18	0	Email	BMP	EMAIL_ADDR	DERIVED RC_C					
1210AE	19	0	Preferred Contact	Drop Down List	RC_CONTACT_H	RC_CASE					
1210AF	20	0	Preferred Contact	BMP	RC_CONTACT_I	DERIVED RC_C					
1210AG	21	0	Contact Details	BMP	RC_CONTACT_I	RC_CASE					
1210AH	22	0	Contact	BMP	CONTACT_ID	RC_CASE					
1210AI	23	0	Alt Contact	BMP	ALT_NAME_SEA	RC_ALT_CNTRC					
1210AJ	24	0	Problem Information Group Box	BMP	PROBLEM_INFO	DERIVED RC_C					
1210AK	25	0	Product	BMP	RC_PRODUCT_I	DERIVED RC_C					
1210AL	26	0	Product	BMP	PRODUCT_ID	RC_CASE					

Build

Find Object References

Upgrade

Results

Validate

CR800CA

HUI

1200

Fig. 12

RECEIVED

JUL 29 2002

Test Date: 2/200



PEOPLE

Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Search Favorites History Home View Worklist Help Sign Out

Address http://localhost:7001/scripts/clientserver/peopleoid/?cmd=start&

Address Info

*Address Seq: 1 View All First 1 of 1 Last

Address Detail

*Effective Date: 07/25/2001 *Status: Active + -

*Address Type: Business 1320 *Address ID: 1208 1330

Description: 1340

Country: USA United States 1350

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postcode: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit 1335

Phone Info

*Phone Type Description Primary Prefix Telephone Phone

Business Desk 001 925 694 9479 Extension + -

View All First 1 of 1 Last

Done Local intranet

FIG. 13A

RECEIVED

JUL 2 9 2002

Technology Center 2100



Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home View Worklist Help Sign Out

Address http://localhost:7001/servelets/clientservlet/peoplelist?cmd=start&

PEOPLE

Address Info View All First 1 of 1 Last

*Address Seq: 1 1360

Address Detail View All First 1 of 1 Last

*Effective Date: 07/25/2001 1320 *Status: Active 1330

*Address Type: Business 1340 *Address ID: 1208 1330

Description: USA United States 1350

Address 1: Peoplesoft Parkway

Address 2:

Address 3: Pleasanton

City: Pleasanton

County: CA California

State: CA California

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit 1335

Phone Info View All First 1 of 1 Last

Phone Type Description Primary Prefix Int'l Telephone Extension

Business Desk 001 925 694 9479

Done Local intranet

FIG. 13B



RECEIVED

JUL 29 2002

Technology Center 2170

1310

Address Detail

*Effective Date:	07/25/2001	*Status:	
*Address Type:	Business	*Address ID:	
Description:			
Country:	USA	United States	
Address 1:	Peoplesoft Parkway		

255

1350

1360

1320

A

FIG. 13C

Technology Center 2 707

Administer Personalization Opt-Microsoft Internet Explorer

FileEditViewFavoritesToolsHelp

BackForwardStopSearchFavoritesHistoryPrintHome

http://localhost:7001/serieleis/ileniservlet/peopleoftb/?cmd=start&

Links

PEOPLE

HomeView ForklistHelpSign Out

Address Info

View AllFirst1 of 1Last

*Address Seq: 1

+ -

Address Detail

View AllFirst1 of 1Last

*Effective Date: 07/25/2001

*Status: Active

+ -

*Address Type: Business

1320

*Address ID: 1208

1330

Description:

USA United States

Address 1:

Peoplesoft Parkway

Address 2:

Address 3:

City:

Pleasanton

County:

Postal:

94505

State:

CA

California

Time Zone:

PST

Pacific Time, Tijuana

Lost Modified:

07/25/2001 2:36PM PDT

VP1

Submit

1335

Phone Info

View AllFirst1 of 1Last

*Phone Type Description

Primary

Int'l

Telephone

Business

Desk

001

925 694 9479

Extension

+ -

Done

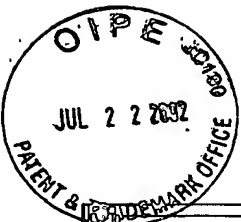
Local intranet

Fig. 13D

RECEIVED

JUL 29 2002

Technology Center 2100



Self Service User Profile-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Search Favorites History Home Address http://localhost:7001/services/clientservlet/peopleedit/?cmd=edit

Home PeopleTools>Maintain Security>Use> My Profile

Personalization

Option Default Value Override Value

Accessibility Features

Tab over Add/Del Buttons (+/-) ☐ No ☒ Explain

Afternoon designator (PM, pm) ☐ PM ☒ Explain

Tab over Calendar Button ☐ No ☒ Explain

Currency Symbol \$ ☐ Leading ☒ Explain

Currency Symbol Position ☐ Leading ☒ Explain

Decimal Separator ☐ MM/DD/YY ☒ Explain

Date Separator / ☐ Pacific Time, Tijuana ☒ Explain

Local Time Zone ☐ AM ☒ Explain

Morning designator (AM, am) ☐ AM ☒ Explain

Multiple Row Insert ☐ Yes ☒ Explain

Save Configuration ☐ Yes ☒ Explain

Save Warning ☐ Yes ☒ Explain

Time Format h:mm:ss(8:05 AM) ☐ Yes ☒ Explain

Time Separator : ☐ Yes ☒ Explain

Thousand Separator ☐ Yes ☒ Explain

Home New Yorklist Help Sign Out New Window

Microsoft Internet

FIG. 13E



RECEIVED

JUL 29 2002

Technology Center 2100

Permission Lists- Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Search Favorites History Home Stop A-B

Address http://localhost:7001/csrtsite/clientservlet/peopletool/permissions

Home>PeopleTools>Maintain Security>Use>Permission Lists

General Pages Peopletools Process Sign-on Times

Permission List: ALLPANLS

Description: All Panels

Menu Name

Menu Name	Edit Components	View All First	1-55 of 55	Last
ADMINISTER_SECURITY	Edit Components			
APPLICATION_ENGINE	Edit Components			
APPMONITOR	Edit Components			
CALLCENTER	Edit Components			
CC_PAGELETS	Edit Components			
CNV_SCHEMA_MAP	Edit Components			
CRM_OPEN_WORKLIST	Edit Components			
CRM_PORTAL_COMPONENTS	Edit Components			
CRM_TRANSFORM_UTILITY	Edit Components			
CTL_CONFIGURATION	Edit Components			
CUBE_MANAGER	Edit Components			
EDI_MANAGER	Edit Components			
ESTABLISH_BUSINESS_UNITS	Edit Components			
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components			
MAINTAIN_SECURITY	Edit Components			
MAINTAIN_SOLUTION	Edit Components			

Home View Worklist Help Sign Out

New Window

Local intranet

FIG. 14A

FIG. 14B

1470

Grid Properties

General Columns Label Use

General Attributes

Main Record: PSACLMEMU

Page Field Name: PSACLMEMU

Occurs Level: 1

Occurs Count: 15 1480

☐ Unlimited Occurs Count (rows) 1490

OK Cancel

270

Technology Center 2000

JUL 29 2002

RECEIVED





RECEIVED

JUL 29 2002

Technology Center 2100

FIG. 17A

275

Component Properties

General Use Internet

Search Page

Primary Action ☐ New ☒ Search

Default Search Action: Update Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page-- Message Set/Nbr: 124 62

Link To Access Search Page-- Message Set/Nbr: 124 63

Instructional Text-- 1710 Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry 1730

Toolbar

Selected Toolbar Actions: 1720

☒ Save

☐ Return to List

☐ Next in List

☐ Previous in List

☐ Next Page in Component

☐ Previous Page in Component

☒ Refresh

☒ Disable Toolbar:

☐ View Worklis

☐ Next in WorkList

☐ Previous in WorkList

☐ Add

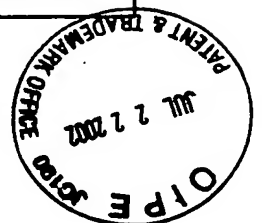
☐ Update/Display

☐ Update/Display All

☐ Correction

1740

OK Cancel



RECEIVED

JUL 29 2002

Technical Center 2100



Person Component-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Search History Favorites Address http://localhost:7001/serffels/clientserverlet/peoplesoft8/?cmd=stark&

Home View Worklist Help Sign Out

PEOPLE

Address Info View All First 1 of 1 Last + -

*Address Seq: 1

Address Detail View All First 1 of 1 Last + -

*Effective Date: 07/25/2001 *Status: Active

*Address Type: Business *Address ID: 1208

Description:

Country: USA United States 1780

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postal: 94505

Time Zone: PST Pacific Time, Tijuana 1790

Last Modified: 07/25/2001 2:36PM PDT VP1 ☐ Submit

☐ Expert Entry 1780

Phone Info View All First 1 of 1 Last

*Phone Type Description Primary Prefix Int'l Telephone Phone Extension

Business Desk ☒ 001 925 694 9479 ☐ + -

Done Local intranet

FIG. 17B